

VDSS System Statistics from February 2004

APECS

System Statistics

Month	Active Cases	Active Customers	Total Cases	Total Customers
August '02	371,125	1,019,032	831,306	1,927,493
September '02	369,735	1,024,165	838,197	1,942,074
November '02	369,489	1,012,043	843,148	1,944,066
November '02	369,163	1,011,141	847,355	1,955,718
December '02	367,642	1,008,560	851,268	1,966,558
January '03	366,836	1,006,269	855,878	1,979,327
February '03	366,300	1,005,095	860,086	1,990,982
March '03	366,198	1,004,593	864,800	2,004,038
April '03	364,020	999,565	869,553	2,017,204
May '03	362,177	995,251	874,291	2,030,326
June '03	361,558	993,546	878,990	2,043,342
July '03	360,729	989,963	883,982	2,058,368
August '03	359,776	989,112	888,525	2,070,950
September '03	358,678	987,054	892,813	2,082,827
October '03	358,961	988,015	898,098	2,097,465
November '03	359,301	988,724	902,224	2,108,893
December '03	359,027	987,939	906,514	2,120,776
January '04	358,679	978,206	910,703	2,132,378
February '04	359,466	988,559	915,387	2,145,352

ELIGIBILITY SERVICES (ADAPT)

APPLICATIONS

Application Release Statistics

The April 2004 release.

SR #	Program Area Affected	Request Title	Current Status
126	Child Day Care	Child Care Data Graphs	Implementation
167	Energy Assistance	Batch Verification Reconciliation	Closed
285	Energy Assistance	Bill/Check Edit	Closed
336	Benefit Programs	VIEW Overpayments	Closed
337	TANF	Eliminate contributions in kind for food and	Closed

		clothing	
389	Fraud	FARS Retrieval	System Integration
390	Fraud	FREE Data Retrieval	Estimation
413	Child Care	System Upkeep-FIPS Codes	Closed
414	TANF	Workforce Investment Act (WIA)	Closed
419	Benefit Programs	FS/TANF/Medicaid Cost of Living Mass Change	Closed
425	Energy Assistance	LP Billing	Closed
435	Benefit Programs	Notice of Action	User Acceptance
438	Food Stamps	Claim Calculation on FS Demand Letter	Closed
451	TANF	Child Absent from Home	Closed
452	TANF	Oral Hearing requests	User Acceptance
455	Division of Information Systems		Closed

Planned July release.

SR #	Program Area Affected	Request Title	Current Status
59	Food Stamps	Claim Balance Adjustment	User Acceptance
81	Food Stamps	Fix FS Statistical Report	System Integration
82	Benefit Programs	Wrap Up Queue	System Integration
83	Food Stamps	Begin and End Dating Simplification	User Acceptance
86	Food Stamps	Move FS Claims Track Sys into ADAPT	Development
98	Medicaid	Add FAMIS	Development
100	TANF	Relative Caretaker Determination	User Acceptance
113	Food Stamps	ADAPT Multi-Systems Inquiry Capability	Hold
232	Medicaid	Citizenship FAIL For Emergency Svc Pending	Development
261	Medicaid	July Title XXI Changes	User Acceptance
262	Medicaid	40 Quarters	General Design
265	Medicaid	LIFC Property Exclusion Code	Closed
311	TANF	TANF Direct Deposit	General Design
325	Food Stamps	Transfer food stamp cases between localities	User Acceptance
328	Medicaid	Medicaid PD Hierarchy	User Acceptance
372	Benefit Programs	WOTC	General Design
401	Benefit Programs	Immediate Demographics Files	SC Review
421	Benefit Programs	Intranet Link	System Integration
429	Benefit Programs	AEEDBC Queue logic correction	Development
430	Benefit Programs	Medicaid Reports Automation	User Acceptance
431	Eligibility Systems	Medicaid Reconciliation	Post Imp Review
432	Benefit Programs	VACIS Shutdown effort	Estimation
439	TANF	FEP	Development
442	Medicaid	Deprivation Elimination	General Design
447	TANF	Immunization penalty at 12 months	General Design
448	TANF	Lump Sums as income in month of receipt	Technical design
449	TANF	Support exceeds TANF two consecutive months	General Design
450	TANF	30-Day TANF Application Processing	General Design
464	Medicaid	LIFC-VIEW Fixes	User Acceptance
469	Fraud	Fraud Activity Report for CY2004	Closed
477	Benefit Programs		Closed
478	Benefit Programs	Head Start List	Estimation

480	Child Care		Development
481	Benefit Programs	TANF Earned Income Disregards	General Design
484	Quality Control		Estimation

Planned September, 2004, release.

SR #	Program Area Affected	Request Title	Current Status
65	Food Stamps	Emergency EBT Food Stamp Issuance	Planning
70	Medicaid	Statistical Reports	General Design
77	Food Stamps	Recoup from Liable Persons	SC Review
189	Benefit Programs	Free Form Comment Page in ADAPT	SC Review
228	Benefit Programs	IT Strategic Planning	Development
247	Energy Assistance	Sort "Denial" from "Pending" status	System Integration
264	Medicaid	MSI/MSU Missing Information	SC Review
277	Energy Assistance	Vendor File Changes	SC Review
327	Benefit Programs	Renewal Dates	Hold
340	EBT(tied to 341)	Director	Estimation
341	EBT(tied to 340)	TUMS System Wel-code Report	Estimation
348	Benefit Programs	Barriers to Employment	Estimation
377	Medicaid	VAMMIS Managed Care Codes	General Design
404	Medicaid	VAMMIS recipient /case attachment code	Hold
422	Energy Assistance	Changes to workers	System Integration
423	Energy Assistance	Cool Deny Pending	System Integration
436	Energy Assistance	Database Merger	Estimation
437	Energy Assistance	Training Database	Estimation
461	Medicaid	In-kind, education, interest income exempted	Estimation

Monthly Case/Client Statistics

The following presents our monthly statistics along with previous months to provide a better trend analysis.

Month	Total Active Clients	Active TANF	Active FS	Active MC	Unique Active Clients	Total Clients	Active Cases	Total Cases
Feb-03	531,206	78,853	381,114	71,239	431,680	1,404,518	198,738	641,428
Mar-03	550,243	78,602	382,273	89,368	441,450	1,422,780	203,487	649,543
Apr-03	579,389	79,440	386,896	113,053	457,321	1,440,836	208,435	657,455
May-03	602,337	79,434	386,157	136,746	467,409	1,458,151	212,866	665,418
Jun-03	623,600	79,986	389,816	153,798	478,764	1,475,975	217,975	673,197
Jul-03	650,683	81,611	395,395	173,677	492,274	1,496,195	223,329	682,239
Aug-03	680,240	82,512	401,402	196,326	506,122	1,515,908	228,530	690,804
Sep-03	705,464	83,881	407,397	214,186	517,660	1,535,568	233,933	699,164
Oct-03	734,919	84,795	414,214	235,910	533,452	1,558,842	240,876	709,641
Nov-03	765,476	85,164	425,999	254,313	552,529	1,577,856	247,982	717,735
Dec-03	792,615	86,076	432,422	274,157	566,584	1,598,168	251,496	725,921
Jan-04	820,855	86,229	435,972	298,654	568,275	1,619,739	258,513	735,845
Feb-04	847,726	85,493	437,036	325,197	582,320	1,649,083	263,643	744,067

Please note that the total number of clients jumped 30,000 this month which is almost 50% from previous months' increases. As stated above, the Medicaid conversion efforts contribute to that but, as can be seen, the active Food Stamps counts are also a factor.

OASIS

Case/Client Statistics (as of 3/4/2004):

Functional Groupings	Total Cases	Active Cases	Total Clients	Active Clients
Production Oasis - Referrals	99,776	4,493	NA	16,934
Production Oasis - Cases	44,836	14,468	391,973	61,151
Archive Oasis - Referrals	135,548	NA	457,746	NA
Canis - Referrals	0	0	0	0
Canis Log	923,239	10,335	923,239	10,335
Arris	123,704	6,591	265,034	12,800
Resources	33,095	23,375	50,389	32,242
Staff/Organizational	689	500	4,393	2,778
Central Registry - CPS	NA	NA	22,825	NA
Central Registry - Canis	NA	NA	923,239	NA
TOTAL	1,360,887	59,762	3,038,838	136,240
Central Registry (Total Count - unique perpetrators):				946,064

NETCENTRIC SYSTEMS AND PLATFORMS

Work orders - Closed (02/01/2004 – 02/29/2004)

	Home Office	Central Region	Eastern Region	Northern Region	Piedmont Region	Western Region
Closed	292	94	74	68	45	26
Remaining Open 3/1	22	18	4	17	5	1

OPERATIONS

Customer Call Center Total Calls Per Month For Group - 2004

Group Name	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total
Administration	15	23											38
Agency Web Development	4	3											7
APECS Functional	2	5											7
APECS Technical	34	15											49
Asset Management	9	10											19
Benefits Program	3	5											8
Break/Fix	40	45											85
Citizens' Services	690	1072											1762
CNST Central	37	109											146
CNST Eastern	59	70											129
CNST Northern	48	71											119
CNST Piedmont	40	46											86
CNST Western	15	25											40
Customer Care	3539	3427											6966
Data Warehouse	7	18											25
Database Administrators	3	2											5
DCSE Asset Management	1	0											1
Desktop Support	285	300											585
Distribution	1	1											2
EA Energy Assistance	213	180											393
EBT CAPS	22	20											42
EBT Functional	5	9											14
EBT Outage	0	0											0
Eligibility Services	433	420											853
E-mail Group	17	13											30
FAAS	11	4											15
FDTs Fraud	1	1											2
General Services	0	0											0
ICAL Group	1	2											3
Information Security	77	88											165
Internet Application Develop	1	31											32
LAN Unit	41	31											72
Laser	6	18											24
Medicaid	14	3											17
Netcentrics Platform	8	5											13
OASIS	324	393											717
Operations	14	17											31
Ops Reports	3	0											3

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